

## Zero Tolerance Policy

NHS Greater Glasgow and Clyde has a zero tolerance policy regarding any kind of verbal or physical abuse. Staff may ask visitors to leave if their behaviour disrupts other patients or staff.

## No Smoking

NHS Greater Glasgow and Clyde has a No Smoking Policy. This means no smoking in any NHS building, entrance, doorway, grounds or car park.

## Further Information

If you have any questions please ask a member of staff.

# Information about Visiting Times



NHS Greater Glasgow and Clyde's Acute Services Division is standardising visiting times. This is in response to a survey of patients, their relatives and staff.

Our aim is to balance the benefits of patients spending time with their relatives, carers and friends, with the patients need to rest and the need for staff to manage the clinical area safely and efficiently.

## Visiting Times

Our visiting times are between: -

**1.30pm and 8.30pm**

This arrangement offers flexibility for people to visit. Please note visitors **do not** need to stay for the full length of time.

Please note on occasion, during visiting times to maintain the privacy and dignity of our patients, staff may ask you to leave the room or ward for a short period if they need to attend to a patient in the area.

Sometimes the patient may require care, treatments, tests or examinations during visiting times, which may affect the length of your visit. Please check with staff to find out if there are any treatment or tests planned.

## Protected Meal Times

We try to make sure that patients are not disturbed while having their meals and can eat their food at their own pace.

Please speak to staff regarding these times and let them know if you want to help your relative or friend with their meals.

## Infection Control

Infection control in hospitals is very important. To help stop the spread of infection we ask all patients, visitors and staff entering or leaving the ward to use the hand hygiene gel. Apply this by squirting a little gel onto the hands, massaging it in like hand cream and allowing it to dry naturally. There are hand hygiene gel dispensers at the entrance and throughout the ward.

If you do not see any or are unsure please ask a member of staff.

Please do not sit on beds, use the chairs provided.

Please do not visit if you have signs of a cough, cold, diarrhea or vomiting or have been in contact with an infectious disease, e.g. chicken pox. If you have any of these contact your GP for advice.

## Number of Visitors per Patient

We only allow two visitors per patient at a time. If a patient has more than two visitors, we will ask them to wait outside the ward.

We will only allow the children or grandchildren of the patient to visit. However, we discourage children under the age of 12 years from visiting.

Visiting of infants, children and young people is at the discretion of the Nurse in Charge. Please check with the ward beforehand. If allowed, children must be with an adult and be supervised at all times.

## Mobile Phones

Mobile phones can only be used in areas where it is safe to do so. These areas will have a sign to let you know that it is ok to use your mobile phone. You can also ask the ward staff where these are. Please show some consideration to other patients when using your mobile phone.

To protect all patients' privacy, camera phones must not be used to take photographs in any part of the hospital.